

# Rapport Tests d'Utilisabilité pour le site

<https://it-dep-cda.web.cern.ch/>



## Executive Summary

In order to improve the CDA group's website, a complete process of **User Centered Experience Design** through usability tests was applied (Chapter I). Equipped with an eye tracker device, we proposed to 20 potential users to realise several tasks on the website. Our aim was to measure the User Experience (UX) through their navigation and their feedback. The users' behaviour was very instructive to identify the strong and weak points of the website.

This report presents a **checklist and a diagnostic of the users' difficulties** to find (or not) the information to which we propose remedial measures (Chapter III and 3.1).

Analysis and recommendations were based on UX Designers' reference **Ergonomic Criteria for the Evaluation of Human-Computer interfaces** from Bastien et Scapin (Chapter II, 2.1).

The results show the importance to improve 5 main criteria:

1. **"Guidance"** (*prompting, grouping/distinction of items, immediate feedback, legibility*),
2. **"Workload"** (*Brevity and Information density*),
3. **"Adaptability"** (*flexibility and user experience*),
4. **"Consistency"** and
5. **"Significance of Codes"**.

Finally, a **new tree structure** (3.4) of the website is proposed trying to include these recommendations.

This summary was presented to the CERN IT CDA Group meeting on 2018-10-29. Slides on <https://indico.cern.ch/event/763390/> Direct link to the slides [HERE](#).